TECHNOLOGY ADVISORY GROUP (TAG)
Report to SGC on April 25, 2012

CHARGE #1: Continue to complete a Macintosh Users Plan and research the need for Mac support and an open Mac lab.

- Was the charge completed? If so, when?

  This charge is on-going.

- What are the benefits to LMC of completing the charge?

  Macintosh computers are an integral part of courses such as Graphic Arts, Journalism, Recording Arts, and Animation. Even though Macs make up a small percentage of the student computers on campus, they are necessary due to the performance of certain software products on these machines. Keeping Macs running is essential to the courses mentioned and should have a priority equal to that of the maintenance of any other student computers. Currently, Macs are supported by the faculty teaching Mac-based classes and the IT&S manager – including hardware and software support and lab re-imaging.

  Providing access to Macs in open labs will be beneficial both to students in the courses mentioned as well as those that have Macs at home. With Macs in an open lab on campus, students who regularly use Macs will have on-campus access similar to students who use Windows machines.

- What data was collected to complete this charge?

  - *Input from LMCAS (2009)*
  - *TAG survey of faculty using Macs (2009)*
  - *Input regarding the need for Mac support has been obtained from faculty who are using Macs for instruction was relayed through committee member Curtis Corlew.*
  - *A student survey was developed by the Group to investigate Mac usage and the perceived need for Macs in an open computer lab. The survey is currently available for students to answer and will be closed on 4/30/12.*

- What is the suggested replacement charge for this committee?

  It is recommended that this charge continue with completion in Fall 2012.

- If not completed, what are the barriers/needs to complete? Estimated time/date of completion?

  Remaining tasks:
  - *Complete the written Mac Users Plan and present it to the appropriate constituencies – expected completion time – Fall 2012*
  - *Formalize the current process for Mac support – Fall 2012*
  - *Determine the need for open labs with Mac computers and, if required identify funding resources – expected completion time – determine need – Summer 2012, implementation – to be determined*

CHARGE #2: Continue to review Wi-Fi coverage in consultation with the District-wide Telecom Infrastructure Upgrade Project.

- Was the charge completed? If so, when?

  Yes, this charge was completed in November of 2011.

- What are the benefits to LMC of completing the charge?

  Wi-Fi enabled devices (laptops, smart phones, tablet computing devices and others) are becoming ubiquitous at LMC and in all aspects of the lives of many of our students. These devices are frequently used by students, faculty and other staff to access information from Campus, District, and other sources for use in classroom and other Campus-related activities. The development of a Wi-Fi coverage plan that provides service over most of the campus will enhance access to Wi-Fi and, as a consequence, the availability of resources and information for our students and employees.

  The installation of the expanded Wi-Fi coverage is expected to be completed in Fall of 2013.

- What data was collected to complete this charge?

  DecoTech, the contractor retained for the District-wide Telecom Infrastructure Upgrade Project (IUP), performed a detailed assessment of the wireless coverage at LMC based on the expected coverage of the equipment to be installed during the IUP. The result of the assessment is a number of coverage maps showing expected Wi-Fi service after the completion of the IUP. These coverage maps indicate that all buildings and large areas of the quad will have Wi-Fi. The coverage maps were reviewed and modified by LMC IT&S staff.

- What is the suggested replacement charge for this committee?

  Formalize the computer upgrade/replacement processes for student computer labs, other student computers, and employee computers.

- If not completed, what are the barriers/needs to complete? Estimated time/date of completion?

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CHARGE #3: Continue to review the Technology Plan with the campus community and determine what elements of the Tech Plan need attention.

- Was the charge completed? If so, when?

  This charge is still being worked on. Progress has been made, including:

  - *Revisions to the Draft Plan (dated 5/2009)*
  - *Development of an implementation grid that details tasks, leads, responsible entities, timelines, performance indicators, dependencies, and required resources. This implementation grid will be used as guideline for additional re-writes to the body of the Plan.*
  - *Additional input has recently been gathered from constituency groups.*

  This charge will be complete in Spring 2013

- What are the benefits to LMC of completing the charge?

  A working and current Technology Plan is necessary for LMC for the following reasons:
  - *It is required for Accreditation.*
  - *It provides guidance for technology-related services, staffing, and funding.*
  - *Prioritizes LMC's limited technology resources (funding, staffing, support).*

- What data was collected to complete this charge?

  - *A Student Survey was conducted in 2005 to determine:*
    - *Type of computer used (desktop, laptop, etc.)*
    - *Operating system (Windows, MacOS, etc.)*
    - *Location of primary computer (home, work, LMC, etc.)*
    - *Internet connection type (outside LMC)*
    - *Resource usage (knowledge of how to download, etc.)*
    - *E-mail preferences*
    - *Wireless preferences (pay/free)*
    - *Student Computer Lab usage*
    - *Use of assistive or adaptive technologies*
    - *Printing*
    - *Use of online resources*
    - *Participation in online courses*
    - *Use of technology in classes*
  - *Input from constituency groups provided by TAG members.*

- What is the suggested replacement charge for this committee?

  It is suggested that this charge be continued.

- If not completed, what are the barriers/needs to complete? Estimated time/date of completion?

  Development of this plan has been a time consuming group effort. Although much has been completed, there is still quite a bit of work remaining. At this point, timing future updates of the

Technology Strategic Plan to coincide with College and District planning should be considered. Otherwise, it is expected that the current re-write can be completed in Spring of 2013.

Next steps:
- o *Complete the implementation grid – Spring 2012*
- o *Complete the body of the Plan using the implementation grid as a guide – Spring 2013 (draft Fall 2012)*
- o *Present a draft of the plan to campus constituencies – Fall 2012*
- o *Update and re-issue the student use survey to collect data on current technology uses and attitudes (to be coordinated with District Research Department) – Fall 2012*
- o *Create and issue an employee use survey – Fall 2012*

CHARGE #4:   Continue to review instructional software purchase processes, customer service and lab imaging.

- Was the charge completed? If so, when?

  TAG would like to acknowledge the hard work of IT&S and others that have led to substantial improvements in purchasing processes, lab re-imaging process and customer service and the completion of this task as stated.
  It should be recognized that improvement in this area needs to be continuous and TAG requests that this be made an on-going and permanent charge.

- What are the benefits to LMC of completing the charge?

  Review and improvement of processes for instructional software purchases has the following benefits to LMC:
    - *Increased efficiency in purchasing*
      - *Financial savings through bulk purchase options and pricing*
      - *A consistent process for ordering, receiving, and cataloging of purchases*
    - *Documentation of software licensing for verification of licensing required by the Software & Information Industry Association*
    - *Guidelines for the specification of software that simplifies installation, renewal and other maintenance for computing resources.*
  Review and improvement of customer service has the following benefits to LMC:
    - *Improved customer service*
    - *Improved instruction and increased productivity for employees due to increased availability of resources.*
  Review and improvement of the lab re-imaging process will provide the following benefits to LMC:
    - *Computer labs (and instructor stations in classrooms) that have consistent and current software*
    - *A more efficient process is in place with better communication, expected input and outcomes*
    - *Reduction of "crisis" installations of software in labs due to lack of communication*

- What data was collected to complete this charge?

  Comments from employees indicate:
    - *They are generally happier*
    - *Improved service in purchasing*
    - *Communication has improved*
    - *Uptime of technology resources has improved*

- What is the suggested replacement charge for this committee?

  It is suggested that this charge be made an on-going charge as process improvements can always be made in these areas.

- If not completed, what are the barriers/needs to complete? Estimated time/date of completion?

    Next steps:
    - *Communicate the requirements for software purchases for labs to those involved in requesting software for labs – Fall 2012*
    - *Communicate the purchase process for instructional software and all technology-related purchases to the campus –Fall 2012*
    - *Perform a comprehensive survey or surveys for satisfaction levels of staff regarding the areas in this charge – Fall 2012*

GENERAL QUESTIONS
- Has the committee conducted a self-evaluation? If so, provide a short paragraph summarizing the results of the evaluation.

  Self-evaluation has been a continuous process in TAG. Here are some of the findings and modifications made:
    - *A one hour meeting every two weeks was not efficient. It was decided to change to a monthly two hour meeting.*
    - *Participation by student representatives was lacking – LMCAS was contacted and the current student representative is dedicated and attends regularly. An additional one or two student representatives is desired.*
    - *The current membership of the Group is 1 student, 3 faculty, 3 classified staff, and 2 managers. In general, at least one member of each constituency group is present and meaningful discussion/work can take place.*
- Does the current committee structure function efficiently?
    - *Each of the constituencies believes that they are well represented, that their voices are heard, and that productive work takes place.*
- What other results/recommendations does the committee have?